Windows 2000 Migration

User State Migration and the Move to Windows 2000

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Agenda

- **Introduction**
- Personality Defined
- Value Proposition
- Architecture and Products

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"Personality" or "System State"

Users customize a PC over several years with hundreds of personal settings – in order to fit the way they work and optimize their efficiency. During a typical migration, the settings are lost and must be painstakingly rebuilt over time. The resulting lost productivity is one of the highest costs in migrating users to a new PC.

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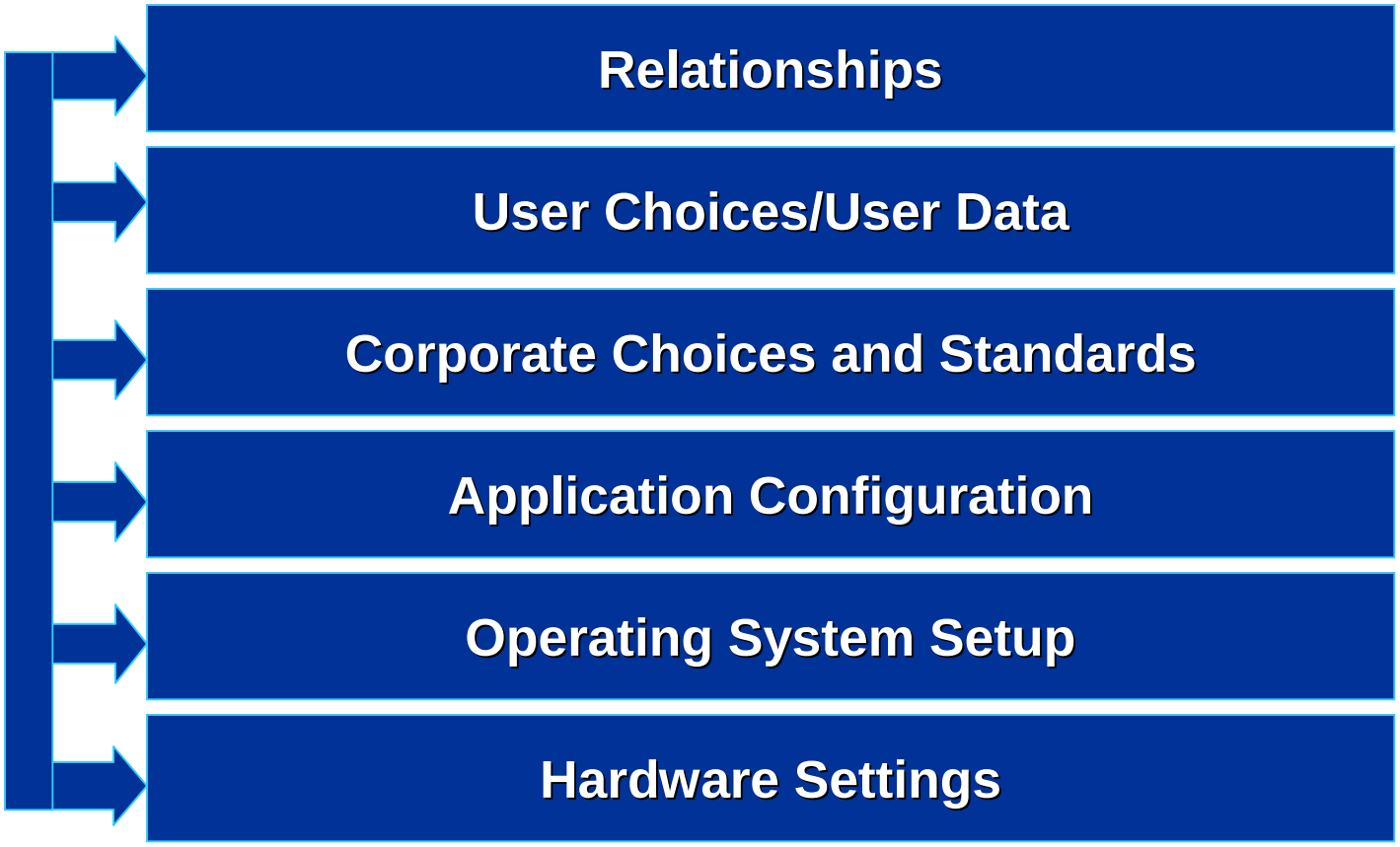
Personality Stack



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Situation Analysis

- **Organizations are looking at ways to cut costs without reducing services**
- **Technical personnel are in short supply and labor costs are high**
- **Current compelling events:**
  - Industry-wide migration to Win2K/O2K
  - MS no longer supports W95. Will NT be far behind?
  - End of leases
  - Support costs increase over longer hardware life cycles
  - Ever faster adoption of new hardware and/or software technologies
  - Personality migration the old way was simplistic, time consuming, costly…and **incomplete** !
- **Business units resist large-scale migrations because of the decrease in end-user productivity, lost data and high retraining costs**

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The New User State Migration Process

Old Way:

- Manual process
- Hard to do
- Time consuming
- Settings get forgotten
- Data is everywhere
- Frustrating/Incomplete
- Needs technician help
- Expensive

The New Way:

- A planned & managed process
- 4X to 20X faster
- Settings are remembered
- Finds data automatically
- Pleasing/Complete
- Cost effective

Gartner Group and IDC Conclusions:

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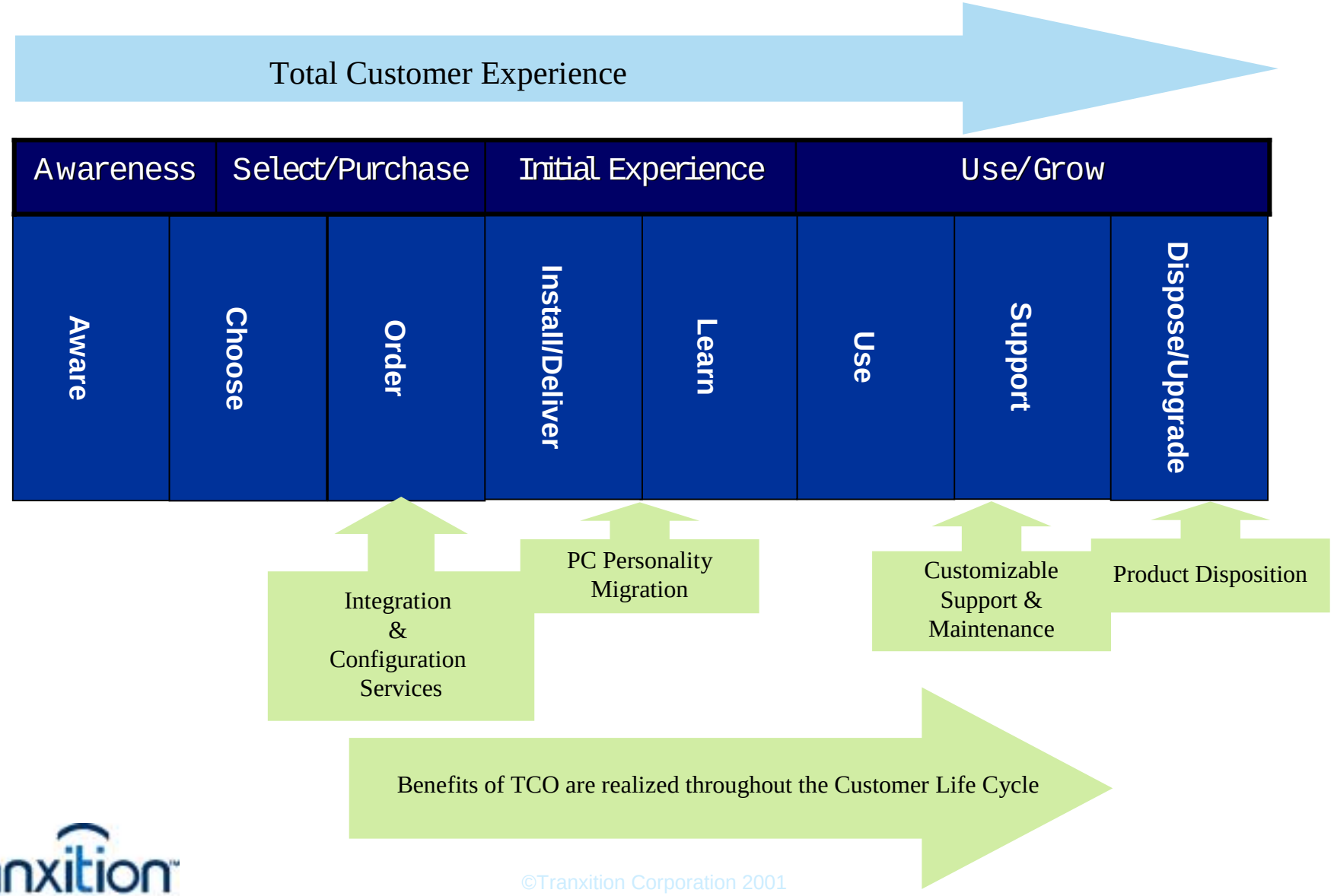
Lifecycle Customer Experience



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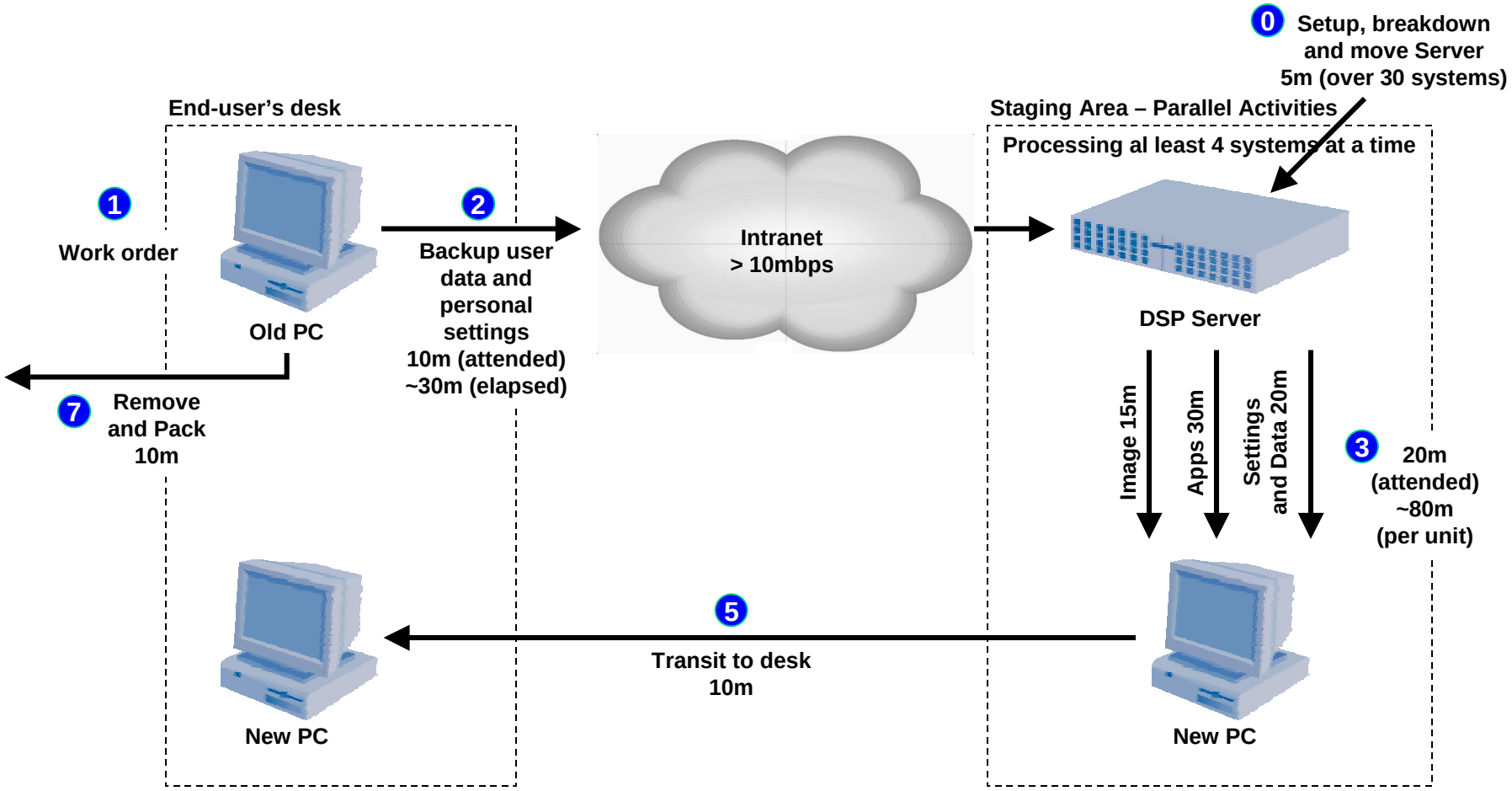
Desktop Refresh With Personality Captured



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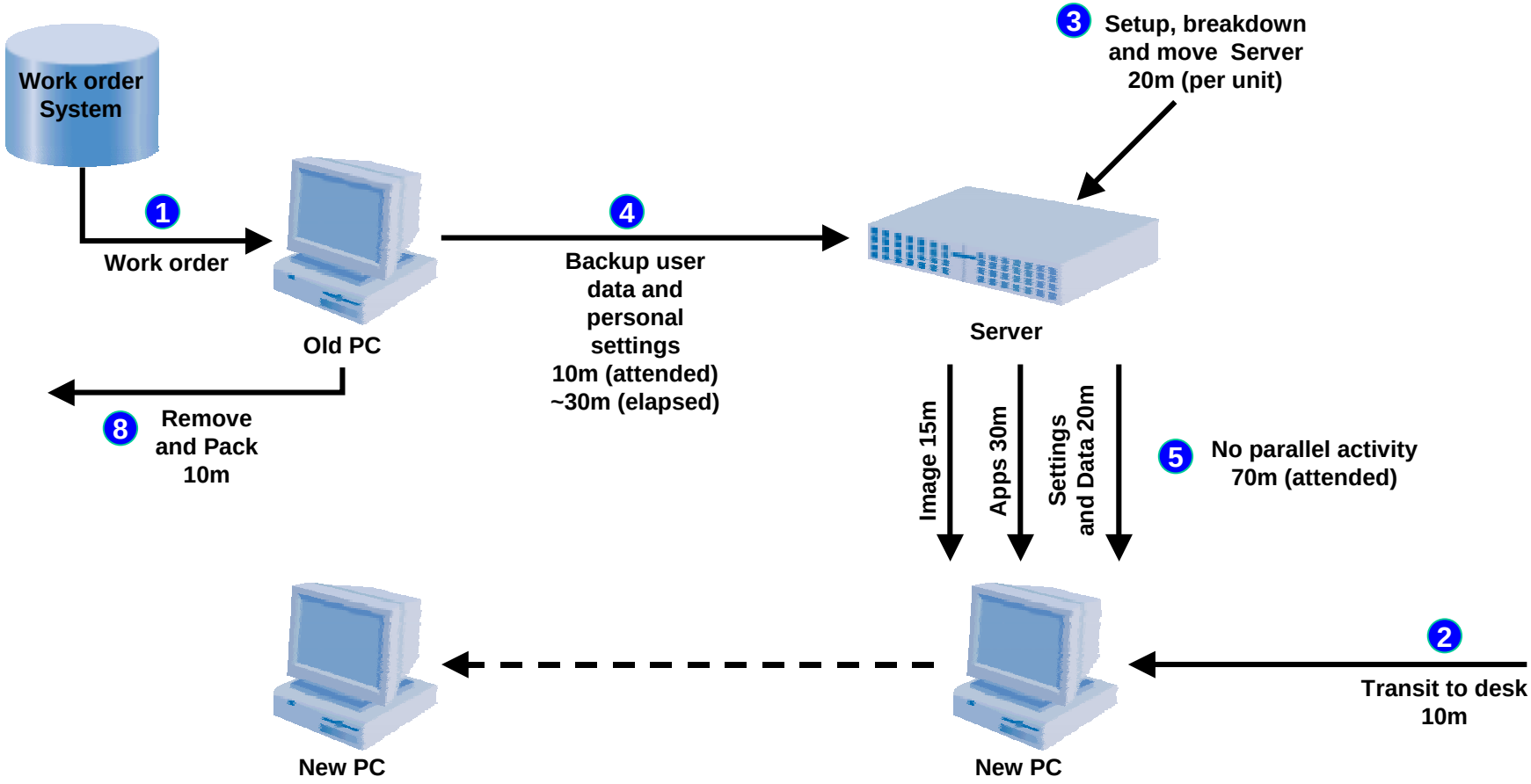
Alternate Model With Crash Cart



7 **Desk-side activities 30m:**
- Disconnect old system
- Connect new system, boot
- QC Process
  - Print test page
  - Send test email
- Perform system "lockdown procedure"
- Close out work order with new asset #

6 **Additional setup 30m:**
- Unpack system, prep, connect
- Add to computer to domain
- TCP/IP settings / computer name
- Add "User" account, reboot
- Printer mappings
- Outlook settings
- Shut down, disconnect

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The Value Statement

- A Watershed Technology for PC Migration:
  - Costs can decline as much as $300 in direct costs
  - Can reduce labor shortages by 30-50 percent during a migration
  - Can increase end-user productivity immediately following the migration (90-225 minutes in "tweaking time.")
  - Can reduce help desk costs for trouble tickets by better than 15% after the migration
  - Can increase standards-based computing without impacting end user freedom

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Value Proposition

- Shortened migration times
  - Actual *migration times* sharply reduced
  - *Post-migration* productivity loss reduced by hours or even days
- Significantly reduced calls to the Help Desk
- COE policies enforced at time of migration
- Personality transfer is complete ➔ *no settings forgotten*!
- User's misplaced data files found and re-directed to an easily accessible folder
- You can save upwards of $3M on a 10,000 seat migration

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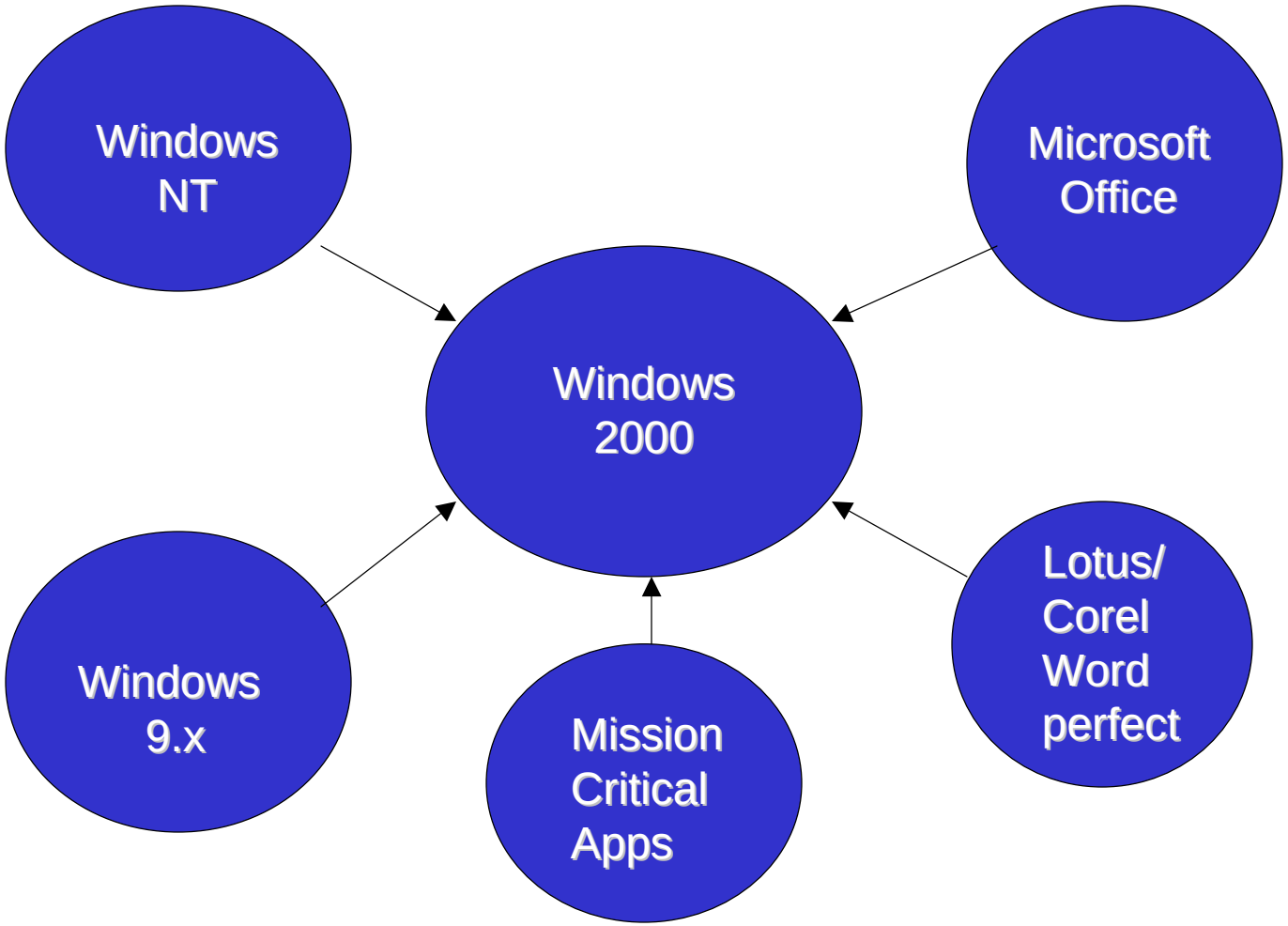
OS and Application Support



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The Triple Win

Higher Customer and User Satisfaction

Better IT Migration Productivity

Help Business Units with increased productivity

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